

## AMENDMENTS

### In the Claims

- 1           1.       (Original) A system for event tracking across plural contact mediums, the  
2 events associated with the providing of product information to product users, the system  
3 comprising:  
4           an event log module operable to accept one or more event logs from each of the  
5 plural contact mediums, each event log having plural contact sessions, each  
6 contact session having one or more time-stamped user interactions, each  
7 interaction with a labeled reference, each labeled reference providing  
8 information about the product;  
9           an event modeling engine interfaced with the event log module and operable to  
10 compile the event logs as a directed graph having a node for each labeled  
11 reference, the nodes interconnected by edges derived from the time stamps to  
12 order nodes according to a temporal relationship of customer interactions in  
13 a contact session through one or more of the contact mediums; and  
14           an event tracking graphical user interface interfaced with the event modeling engine  
15 and operable to display the directed graph.
- 1           2.       (Original) The system of Claim 1 wherein one or more contact sessions  
2 comprise contacts through both a self-support module associated with the product and a  
3 telephone conversation.
- 1           3.       (Original) The system of Claim 1 wherein one or more contact sessions  
2 comprise contacts through both a web-based support module associated with the product  
3 and a telephone conversation.
- 1           4.       (Original) The system of Claim 1 wherein the product comprises an  
2 information handling system.
- 1           5.       (Original) The system of Claim 1 wherein the event tracking graphical user

2 interface is further operable to highlight predetermined paths from a first contact medium  
3 to a second contact medium.

1 6. (Original) The system of Claim 5 wherein the second contact medium  
2 comprises a telephone conversation.

1 7. (Original) The system of Claim 6 wherein the predetermined edges are  
2 highlighted according to the relative volume of contacts associated with the edges.

1 8. (Original) The system of Claim 1 wherein the contacts comprise user  
2 inquires for troubleshooting support associated with an information handling system  
3 product.

1 9. (Original) The system of Claim 1 further comprising a path inflow engine  
2 interfaced with the event tracking graphical user interface and operable to display edges  
3 associated with contact sessions that have a user interaction from nodes of the directed  
4 graph into a selected node.

1 10. (Original) The system of Claim 1 further comprising a path outflow engine  
2 interfaced with the event tracking graphical user interface and operable to display edges  
3 associated with contact sessions that have a user interaction from a selected node out to  
4 nodes of the directed graph.

1 11. (Original) A method for event tracking across plural contact mediums, the  
2 events associated with the providing of product information to product users, the method  
3 comprising:  
4 logging product user interactions through the contact mediums by product user  
5 identifications, product information labeled references and time stamps;  
6 identifying contact sessions of product users, each contact session having one or  
7 more product information labeled references associated with a product user  
8 identification within a predetermined time;

9 compiling the contact sessions as a directed graph having a node associated with  
10 each product information labeled reference, the nodes interconnected by  
11 edges, each edge associated with a user interaction at two nodes within the  
12 predetermined time, the edges defining a path between nodes for each  
13 contact session; and  
14 presenting a visualization of the contact sessions that highlights edges having a  
15 predetermined characteristic.

1 12. (Original) The method of Claim 11 wherein logging product user  
2 interactions further comprises:  
3 logging product user interactions through a telephone conversation with an agent,  
4 the product information labeled references comprising agent script  
5 references; and  
6 logging product user interactions through a self-help module, the product  
7 information labeled references comprising self-help navigation references.

1 13. (Original) The method of Claim 12 wherein the self-help navigation  
2 references comprise web page references of a web-based self-help module.

1 14. (Original) The method of Claim 12 wherein the self-help navigation  
2 references comprise display page references of a self-help module loaded on the product.

1 15. (Original) The method of Claim 12 wherein the product comprises an  
2 information handling system.

1 16. (Original) The method of Claim 12 wherein the predetermined  
2 characteristic comprises a contact session having a path from a node associated with a self-  
3 help navigation reference to a node associated with an agent script reference.

1 17. (Original) The method of Claim 12 wherein the predetermined  
2 characteristic comprises a predetermined number of outflow paths from one or more  
3 nodes.

1           **18. (Original) The method of Claim 12 wherein the predetermined**  
2 **characteristics comprise a predetermined volume of user interactions associated with a**  
3 **contact session path.**

1           **19. (Original) The method of Claim 11 further comprising:**  
2 **identifying one or more nodes associated with an edge having the predetermined**  
3 **characteristic; and**  
4 **altering the information associated with a product information labeled reference of**  
5 **the identified node to impact user interactions associated with generation of**  
6 **the predetermined characteristic.**

1           **20. (Original) The method of Claim 19 wherein the predetermined**  
2 **characteristic comprises a transition by a product user from interaction through a first**  
3 **contact medium to interaction through a second contact medium.**